OFFICIAL Proposer Comments/Questions and Responses
CMS Net Application Technical Support and Maintenance Services (ATS&MS)
(RFO 12-89349)

Question #	Reference #	RFO Reference	RFO Section	Pg #	Question/Comment	Response
1	N/A	General			Is the RFO for newly required services for DHCS, or is there currently a vendor performing these services? If there is currently a vendor, please identify who the current vendor is.	This RFO is for ongoing services and the current vendor is Infinite Solutions, Inc. (ISI)
2	N/A	Attachment 1 – Scope of Work	O	5	Can you provide a history of the staffing for the project? In other words, the size of the staff that ISI has had on the project over time.	Currently there are 9 resources matching the staffing levels recommended in the Scope of Work.
3	N/A	General			How long has ISI been performing these services for DHCS?	24 Months.
4	N/A	General			Is it the opinion of DHCS that ISI has been performing these services in a satisfactory manner?	Yes
5	N/A	Attachment 1	O	5	In section 5.0 of Attachment 1, you recommend three developers familiar with "browser based technology." Can you be more specific as to the technologies currently in use (e.g. - .NET, Java, AJAX, etc.)?	Java 2 Platform, Enterprise Edition (J2EE)
6	N/A				Can you please provide a description and diagram of the current system architecture?	See **CMSNet_Network_and_App_RFP.pdf** posted on RFO Webpage
7	N/A				What technologies form the basis of the legacy system?	AIX, Intersystems Cache Database, MUMPs code
8	N/A				What was the volume of CMS Net help desk calls received last year?	We receive approximately 12-14K calls/year.
9	N/A				What is the current version control system used to maintain the CMS Net code?	Serena Dimensions Express

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10	N/A				How many environments are currently maintained for the project (e.g. Development, Test, Production,)?	4 - Production, Development, Test and Training
11	N/A				Is there an existing set of roles/responsibilities or a project organization chart that shows the responsibilities of DHCS and contractor staff as it pertains to system administration activities?	It is a team effort between State, State Data Center staff and the Contractor. We don't have anything specifically defining roles but the effort is approximately 75% State and 25% Contractor with the Contractor portion mostly related to the administration of MUMPs code within the database.
12	N/A				Can you provide a process summary or additional details around the monthly change cycle tasks?	See **Release Management Plan v4.2.doc** posted on RFO Webpage
13	N/A				Can you grant an extension to the RFO submission due date?	No, extension of the offer submission date would delay execution of the contract by May 1st, 2012 and place the Department at considerable risk if there were gaps in support of a mission critical system.
14	N/A				Will you consider subcontractor references as acceptable?	Yes